Qwest

Wholesale Markets

Getting Started As A CLEC

Linking Our Strengths With Yours

A number of steps must be completed for you to successfully interconnect with Qwest as a Competitive Local Exchange Carrier (CLEC). Qwest provides this checklist to define our joint activities and results (by responsibility owner), where information is obtained and the timeframe suggested to perform the activity, many of which can be done as you obtain your state certification(s) as well as in parallel with each other.

Fulfilling Regulatory and Industry Related Requirements

Activities and Results	Where to Obtain Information	Timeframe Suggested
CLEC Responsibilities: • Obtain certification as a telecommunications provider enabling you to do business as a CLEC.	• State Public Utility Commission/Agency in state(s) you are operating as a CLEC. Step 2 of Getting Started as a Facility-Based CLEC: http://www.qwest.com/ wholesale /clecs/clec_index.html	• Before Negotiations
• Secure unique Operating Company Number (OCN), Access Customer Name Abbreviation (ACNA) and Revenue Accounting Code (RAO) (if choosing Qwest as your RAO) identifiers for each state you will be operating as a CLEC.	• OCN: National Exchange Carrier Association (NECA) 800-228-8597 ext 8355 or http://www.necaservice.com/content/nsi cca.html • ACNA & RAO: Telcordia 732-699-5281 or http://www.telcordia.com	
• Create your E911 plan contacting the relevant Public Service Answering Point (PSAP) to negotiate a default Emergency Service Network (ESN) and establish default routing configurations for Automatic Number Identification (ANI).	• E911& PSAP: http://www.qwest.com/wholesale/pcat/9 11.html	
• To provide your switch-based end-users numbers begin obtaining your NPA/NXX for each NPA you will be operating. • Identify your Revenue Accounting provider for each state you will be operating as a CLEC. Note: Sales Executive assists with Centralized Message Distribution System (CMDS) hosting agreement if Qwest chosen as your Revenue Accounting provider.	• NPA/NXX: http://www.qwest.com/wholesale/notice s/npa_nxxProcess.html • North American Numbering Plan Administration http://www.nanpa.com • CMDS: http://www.qwest.com/wholesale/pcat/c mds.html	
• Determine Operator Services / Directory Assistance (OS/DA) provider, if applicable. Note: Separate agreement required if not within your Interconnect Agreement. Sales Executive will negotiate if applicable.	• Operator Services (OS): http://www.qwest.com/wholesale/pcat/o psserv.html and Regional Directory Assistance Database (DA): http://www.qwest.com/wholesale/pcat/v oicedirasst.html	
• Establish your initial Local Interconnection Service (LIS) forecast.	• LIS: http://www.qwest.com/wholesale/pcat/li s.html • Forecasting forms: http://www.qwest.com/wholesale/guide s/forecasting.html	

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Initiating Interconnection Agreement Negotiations

Activities and Results	Where to Obtain Information	Timeframe Suggested
CLEC Responsibilities: • Review Qwest's Negotiation Process flow and evaluate your options for creating your Qwest Interconnect Agreement. • Initiate contact with Qwest to begin Interconnection Agreement Negotiations. **Qwest Responsibilities:** • Qwest's Contract Negotiations Administrator assists you with initiating the Interconnection Agreement Negotiation process with Qwest.	• Step 3 in Getting Started as a Facility-Based CLEC: http://www.qwest.com/wholesale/clecs/clec_index.html • Contact Heidi Higer hhiger@qwest.com by email, calling her at 303-965-3029, or faxing her at 303-965-3527.	• Before Negotiations

Obtaining Sales Executive & Service Manager Contacts

Activities and Results	Where to Obtain Information	Timeframe Suggested
CLEC Responsibilities: • Request Sales Executive and Service Manager contacts from Qwest's Sales Operations Manager. **Qwest Responsibilities:** • Sales Operations Manager requests Sales Executive and Service Manager assignments to establish your Qwest Account Team. • Service Manager contacts you via telephone or email to provide your contact information.	• Sales Operations Manager at 206-345-5272 • Assigned Sales Executive and Service Manager contacts can be obtained on our Customer Contact Information Tool: http://www.qwest.com/wholesale/ccdb • Account Team: http://www.qwest.com/wholesale/clecs/accountmanagers.html	• During Negotiations

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Completing Your New Customer Questionnaire

Activities and Results	Where to Obtain Information	Timeframe Suggested
CLEC Responsibilities: • Download our *New Customer Questionnaire, complete all sections required prior to placing service orders and email your questionnaire to initiate the implementation process. All subsequent sections must be completed and sent prior to implementation or receiving contractually required reports. *A New Customer Questionnaire required even if your Interconnection Agreement is signed.* • Email your New Customer Questionnaire to wsst@qwest.com with "Questionnaire" in the subject line. **Qwest Responsibilities:** • Service Manager assists answering your questionnaire questions and coordinating a meeting if necessary. • Service Manager obtains your Qwest assigned Facility-Based CLEC Identifier (ZCID) and provides your assignment to you. • Service Manager obtains and informs you of your provisioning and billing center assignments.	• Required sections identified in the New Customer Questionnaire: http://www.qwest.com/wholesale/clecs/newcustquestionnaire.html	• During Negotiations • When you send your New Customer questionnaire • Before you place your initial order
If Qwest is your Operator Services / Directory Assistance (OS/DA) Services provider: **CLEC Responsibilities:** • Download and complete our OS/DA Questionnaire. • Send your Service Manager when your OS/DA questionnaire is complete. **Qwest Responsibilities:** • Service Manager will assist you with completing your OS/DA questionnaire. • When complete, Service Manager forwards your questionnaire to Qwest's OS/DA Implementation Manger.	• OS/DA questionnaire can be found at: http://www.qwest.com/wholesale/pcat/opsserv.html	• 30-45 days prior to placing initial order

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Defining Your Network Point of Interconnection (POI)

Activities and Results	Where to Obtain Information	Timeframe Suggested

CLEC Responsibilities:
• Refer to your Interconnection Agreement to determine your available POI options and establish a diagram of your proposed network. To assist us in understanding your network, your diagram should include:
  - Method of interconnection
  - Local calling area and NXXs
  - Your switch location(s) (CLLIs)
  - Qwest switch location(s) (CLLIs)
  - Number and type of LIS trunks
  - Trunking to Qwest's Tandems/end-offices
  - Ancillary Services (E911, Operator Services, etc.)
	• Your Qwest Interconnect Agreement
	
	• LIS Product Catalog (PCAT): http://www.qwest.com/wholesale/pcat/lis.html
	• Collocation general information and ordering forms can be found at: http://www.qwest.com/wholesale/pcat/collocation.html
		• 6 months before launch

Establishing Your POI and LIS Trunking Site Activation Requirements

Activities and Results	Where to Obtain Information	Timeframe Suggested

CLEC Responsibilities:
• In preparation for our Site activation meeting provide your Service Manager the following:
  - Network diagram identifying your Method of Interconnections such as:
    • Mid-Span Meet Point of POI
    • Collocation
    • Entrance Facility (DS3 or above)
  - Initial LIS forecast
  - E911 plan and trunk requirements
Joint Responsibilities:
• Participate in LIS Site activation meeting to:
  - Review your Network Diagram
  - Verify initial LIS forecast and options for Interconnection with LIS Project Manager (LIS Project Manager will provide you a project number when you are ready to issue LIS Trunking orders.)
  - Sales Executive answers price questions
  - E911 Manager reviews plan and assists with requirements
  - State interconnect manager addresses local network issues
  - Service Manager coordinates post market launch activities
  Meeting determines issues to address in future meetings.
	• LIS: http://www.qwest.com/wholesale/pcat/lis.html
	• Forecast: http://www.qwest.com/wholesale/guides/forecasting.html
	• E911: http://www.qwest.com/wholesale/pcat/911.html
		• After contract negotiations

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Activities and Results	Where to Obtain Information	Timeframe Suggested
If Qwest is your Signaling System 7 (SS7) connectivity provider: **CLEC Responsibilities:** • Contact your Service Manager to request a meeting to discuss SS7 requirements as defined in your Interconnection Agreement. • Issue A link and SS7 facility orders after preorder meeting. **Qwest Responsibilities:** • Service Manager facilitates preorder meeting to discuss SS7 connectivity and Link Data Sheet requirements.	• SS7: http://www.qwest.com/wholesale/pcat/csacss7.html	• After site activation meeting
If Qwest is your provider of these SS7 Database services: - Line Information Data Base (LIDB) to provide accurate billing for calling cards for your end-users - 800 Data Base Access Service for 8XX toll-free service to originating end-users - Offer your end-users "Caller ID and Name" with InterNetwork Calling Name Service (ICNAM) **CLEC Responsibilities:** • Contact your Sales Executive for possible Interconnection Agreement Amendment. • Contact your Service Manager to include SS7 database service on Link Data Sheet. **Qwest Responsibilities:** • Service Manager facilitates preorder meeting to discuss Link Data Sheet requirements.	• LIDB: http://www.qwest.com/wholesale/pcat/lidb.html • 800 Data Base: http://www.qwest.com/wholesale/pcat/800.html • ICNAM: http://www.qwest.com/wholesale/pcat/icnam.html	• After site activation meeting

Achieving E911 Interconnection Requirements

Activities and Results	Where to Obtain Information	Timeframe Suggested
CLEC Responsibilities: • Provide E911 interconnection plan and trunk requirements if not covered during Site activation meeting. • Prepare and submit E911 T1 trunk orders. **CLEC Responsibilities:** • Service Manager initiates Service Planning meeting to review E911 interconnection requirements, if necessary. • Service Manager coordinates E911 message trunk orders once your E911 T1 facility is ordered.	• E911: http://www.qwest.com/wholesale/pcat/911.html	• During or after site activation meeting • E911 T1 trunks one month prior to market launch • E911 message trunks after ordering T1 trunks

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Evaluating and Establishing OSS Connectivity

Activities and Results	Where to Obtain Information	Timeframe Suggested
CLEC Responsibilities: • Evaluate access and tools to support your preorder, ordering, repair, billing functions with Qwest: (e.g., Interconnect Mediated Access (IMA GUI or EDI), TELIS/UNIX, Resale Product Directory (RPD), Customer Electronic Maintenance and Repair (CEMR), Held Order, Escalation and Expedite System (HEET), Directory Listing Inquiry (DLIS) Fiber data report Tool, etc). • Request specifics concerning establishing dedicated access with Qwest from your Service Manager. **Qwest Responsibilities:** • Service Manager obtains details on how to setup a Dedicated Access system-to-system interface via dedicated electronic method. • Service Manager coordinates technical OSS connectivity setup meeting with you and our IT Implementation & Deployment Team.	• Overview of Qwest's Electronic Access and Tools can be found at: http://www.qwest.com/wholesale/clecs/electronicaccess.html	• 4 to 8 weeks prior to desired implementation date to establish files. • NOTE: Connectivity for dedicated access requires addition time. Verify requirement during setup meeting.

Accessing Qwest's Operations Support Tools

Activities and Results	Where to Obtain Information	Timeframe Suggested

CLEC Responsibilities:
• Request access to Qwest tools completing and emailing forms to wssa@qwest.com with "Digital Certificate" or "SecurID" subject line:
  - Dial up access to IMA GUI or TELIS-UNIX Complete a SecurID® External User Access Request form ® SecurID is a registered trademark of RSA
  - Dedicated access to IMA GUI or IMA EDI Complete an IMA System Administrator Setup Request form
  - Digital Certificate access to requested tools
Qwest Responsibilities:
• Wholesale Systems Security Administrator emails notification to you and your Service Manager.
	• External User Access Request and IMA System Administrator Setup forms at: http://www.qwest.com/wholesale/clecs/electronicaccess.html
	
	• Digital Certificate access information at: http://www.qwest.com/wholesale/systems/generalinfo.html
		• 4-6 weeks prior to initial order
		
		• 30 days prior to initial order or on request

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Participating in Change Management Process and Training Opportunities

Activities and Results	Where to Obtain Information	Timeframe Suggested
CLEC Responsibilities: • Participating in Qwest's CMP (Change Management Process)	• Details on CMP can be found at: http://www.qwest.com/wholesale/cmp/index.html	• As you choose to participate
Qwest's instructor-led, web-based and downloadable training opportunities are available to learn more about our products and services, how to use our Operations Support Systems, and how to do business with us. *Joint Responsibilities:* • Contact your Service Manager to request training information that will assist you with navigating our training web page.	• Select our course catalog at: http://www.qwest.com/wholesale/training	• As you choose to participate

Additional reference information is available at following web sites as desired:

External:

- Federal Communications Commission (FCC) http://www.fcc.gov
- Alliance for Telecommunication Industry Solutions (ATIS) http://www.atis.org
- Telcordia - Exchange Carrier Code (ECC), Local Exchange Routing Guide (LERG) (at 732-699-6700), Common Language Location Identifier (CLLI) http://www.telcordia.com
- National Emergency Number Associations (NENA) http://www.NENA.com
- Number Portability Administration Center (NPAC) http://www.NPAC.com

Internal Qwest's Wholesale Interconnection:

- Wholesale Interconnection Products and Services http://www.qwest.com/wholesale/pcat/index.html
- Regulatory Commissions, Telecommunications Associations and State Tariff Viewing Locations http://www.qwest.com/wholesale/clecs/rcta.html
- Technical Publications http://www.uswest.com/wholesale/pcat/techpub.html
- Access Service Ordering Guidelines (ASOG) - Access Service Requests (ASRs) http://www.uswest.com/wholesale/forms/asr.html
- Local Service Ordering Guidelines (LSOG) - Local Service Requests (LSRs) http://www.uswest.com/wholesale/clecs/lsog.html
- Interconnect Mediated Access (IMA) User Guide http://www.qwest.com/wholesale/ima/gui/imauser.html
- Wholesale Customer Contacts http://www.qwest.com/wholesale/clecs/escalations.html
- Escalation process http://www.qwest.com/wholesale/clecs/exescover.html